

January 9, 2007

VIA HAND DELIVERY & ELECTRONIC MAIL

Luly E. Massaro, Commission Clerk
Rhode Island Public Utilities Commission
89 Jefferson Boulevard
Warwick, RI 02888

**RE: Docket 3628 - National Grid Electric Service Quality Plan
Trouble, Non-Outage Report for December 2006**

Dear Ms. Massaro:

Enclosed please find ten (10) copies of National Grid's December 2006 Trouble, Non-Outage Report. This report is being provided pursuant to the Service Quality Plan Settlement Agreement approved by the Commission in Docket 3628.

Thank you for your attention to this transmittal. If you have any questions, please do not hesitate to call me at (401) 784-7667.

Very truly yours,



Laura S. Olton

Enclosures

cc: Docket 3628 Service List
Paul Roberti, Esq.
Steve Scialabba, Division

National Grid
Trouble Non-Outage and Outage Calls Report¹
13 Months Ended December 2006

<u>Month</u>	<u>Year</u>	Number of Trouble Non-Outage <u>Calls</u>	Number of <u>Outage Calls</u>	Total Number of <u>All Calls</u>
December	2005	235	7,191	36,809
January	2006	166	8,495	40,907
February	2006	148	4,496	34,648
March	2006	96	3,805	37,074
April	2006	145	4,487	39,782
May	2006	191	6,188	47,803
June	2006	294	8,633	51,953
July	2006	250	12,044	50,275
August	2006	217	11,460	59,357
September	2006	137	5,033	48,780
October	2006	202	9,112	57,338
November	2006	160 ⁽²⁾	5,288	41,425
December	2006	309	4,985	31,710
13 Month Total		2,550	91,217	577,861

¹The numbers contained in this report reflect calls answered by a customer service representative from National Grid's Rhode Island customers.

²The number of trouble non-outage calls for November 2006 was estimated based on historical data. The actual data for the month was inadvertently lost due to a process change, which has since been rectified.

Certificate of Service

I hereby certify that a copy of the cover letter and / or any materials accompanying this certificate has been mailed or hand-delivered to the individuals listed below.



Joanne M. Scanlon

January 9, 2007

Date

Narragansett Electric Company – Service Quality Plan Docket 3628 - Service List

Name	E-mail Distribution List	Phone/FAX
Laura Olton, Esq. National Grid 280 Melrose Street Providence RI 02907-1438	Laura.olton@us.ngrid.com	401-784-7667
	Joanne.scanlon@us.ngrid.com	401-784-4321
Leo Wold, Esq. Dept. of Attorney General 150 South Main St. Providence RI 02903	Proberti@riag.state.ri.us	401-222-2424
	Steve.scialabba@ripuc.state.ri.us	ext. 2299
	David.stearns@ripuc.state.ri.us	401-222-3016
	Al.contente@ripuc.state.ri.us	
John Stutz Tellus Institute 11 Arlington St. Boston MA 02116-3411	Jstutz@tellus.org	
W. Mark Russo, Esq.	mrusso@frlawri.com	
Original & nine (9) copies file w/: Luly E. Massaro, Commission Clerk Public Utilities Commission 89 Jefferson Boulevard Warwick RI 02888	Lmassaro@puc.state.ri.us	401-941-4500
	Sfrias@puc.state.ri.us	
	Tmassaro@puc.state.ri.us	
W. Mark Russo, Esq.	mrusso@frlawri.com	